



On behalf of Los Angeles County Department of Health
Services (DHS) and Department of Public Health (DPH)
C/O ID Experts
PO Box 6336
Portland, OR 97228-6336

April 4, 2014

Dear Patient,

We are writing to provide you an important communication regarding your personal and health information which may have been compromised. We take patient privacy very seriously, and it is important to us that you are made fully aware of a recent event.

We provide patient billing and other services for Los Angeles County. This letter is being sent to you as part of Los Angeles County's and Sutherland Healthcare Solutions' (SHS) commitment to protecting patient privacy.

Brief Description of the Incident

On February 5, 2014, SHS' Southern California office was broken into and eight computers were stolen. The Torrance Police Department was immediately informed of this incident. The Los Angeles County District Attorney is the lead investigator where this criminal case is ongoing. After analyzing the information contained on the stolen computers, we identified a group of impacted individuals and on February 25, 2014, we provided that information to Los Angeles County. Since then, we have continued our analysis to determine if other individuals were affected. On March 27, 2014, we provided Los Angeles County with updated information. We have now confirmed that your personal information was also included on the computer equipment that was stolen on February 5, 2014.

What Information Was Involved

The computers contained personal information including your first and last name, Social Security number, and billing information. In addition, the stolen computers may have included your date of birth, address, diagnoses and other medical information.

Actions We Are Taking In Response To This Incident

We take this incident very seriously and are taking the necessary precautions to protect all patient related information from theft or criminal activity. SHS and Los Angeles County are actively working with law enforcement. Los Angeles County will be notifying the U.S. Department of Health and Human Services, Office for Civil Rights. In addition, we are reviewing our policies and procedures and have provided additional training to our workforce. Los Angeles County is also working with us to review our information privacy and security program and determine whether enhancements should be made.

Steps You Can Take To Protect Yourself

Because of the type of personal information involved, we encourage you to take steps to protect yourself from identity theft. We are offering credit monitoring services through ID Experts® to provide you with FraudStop™ Healthcare Edition. ID Experts fully managed recovery services will include: 12 months of credit monitoring, a

\$20,000 insurance reimbursement policy, Healthcare Identity Protection Toolkit™, exclusive educational materials and access to fraud resolution representatives. With this protection, ID Experts will help you resolve issues if your identity is compromised. We encourage you to contact ID Experts with any questions and to enroll in the free services by calling 1-877-868-9284 or going to www.myidcare.com/securityandprotection. ID Experts is available Monday through Friday from 6 am - 6 pm Pacific Time. Please note the deadline to enroll is July 7, 2014.

We encourage you to take full advantage of this service offering. Representatives from ID Experts are aware of the incident and can answer questions or concerns you may have regarding protection of your personal information. If additional updates are provided, that information will be posted at www.myidcare.com/securityandprotection.

You will find detailed instructions for enrollment on the enclosed Recommended Steps document. Also, you will need to reference the following access code when calling or enrolling on the website, so please do not discard this letter.

Your Access Code: [ID Experts will insert]

In addition, you may also contact one of the following credit bureaus:

Experian PO Box 9532 Allen, TX 75013 (888) 397-3742 www.experian.com	TransUnion Fraud Victim Assistance Division PO Box 6790 Fullerton, CA 92834-6790 (800) 680-7289 www.transunion.com	Equifax PO 740241 Atlanta, GA 30374-0241 (800) 525-6285 www.equifax.com
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Federal law allows consumers one free credit report each year from each of the three (3) national credit bureaus: Equifax, Experian, and TransUnion. You have the option of requesting all three (3) reports at the same time or requesting them individually, at different times throughout the year.

Questions or Additional Information

DHS and DPH will post additional information. The information can be found under "Patient Resources" on the DHS' website, <http://dhs.lacounty.gov>, and DPH's website, <http://publichealth.lacounty.gov/>.

We sincerely regret any inconvenience or concern that this matter may have caused you. Thank you for your patience and understanding while we work together to protect you and your information.

Sincerely,



Karen J. Pugh

Vice President and Head of Healthcare Compliance

(Enclosure)